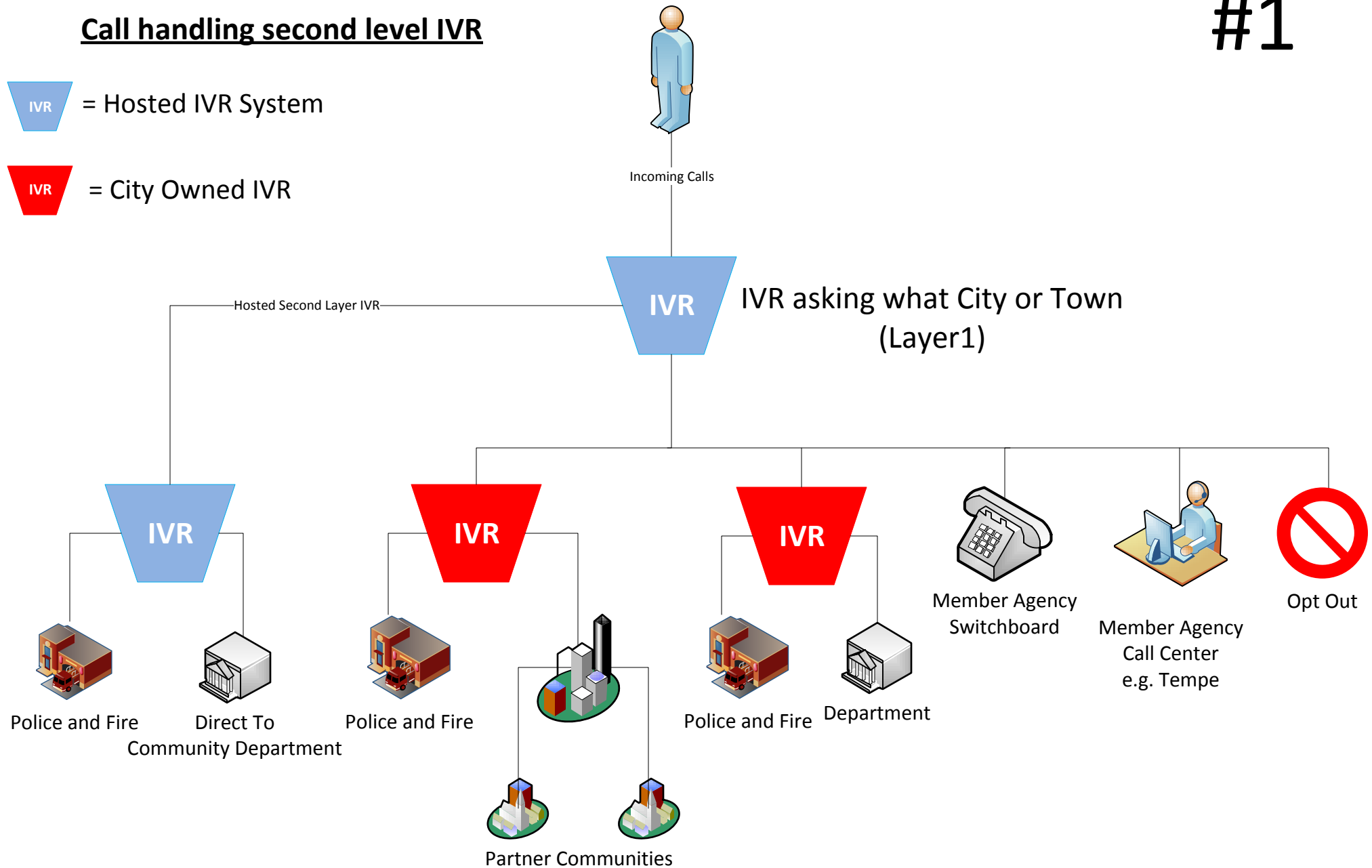


## Call handling second level IVR

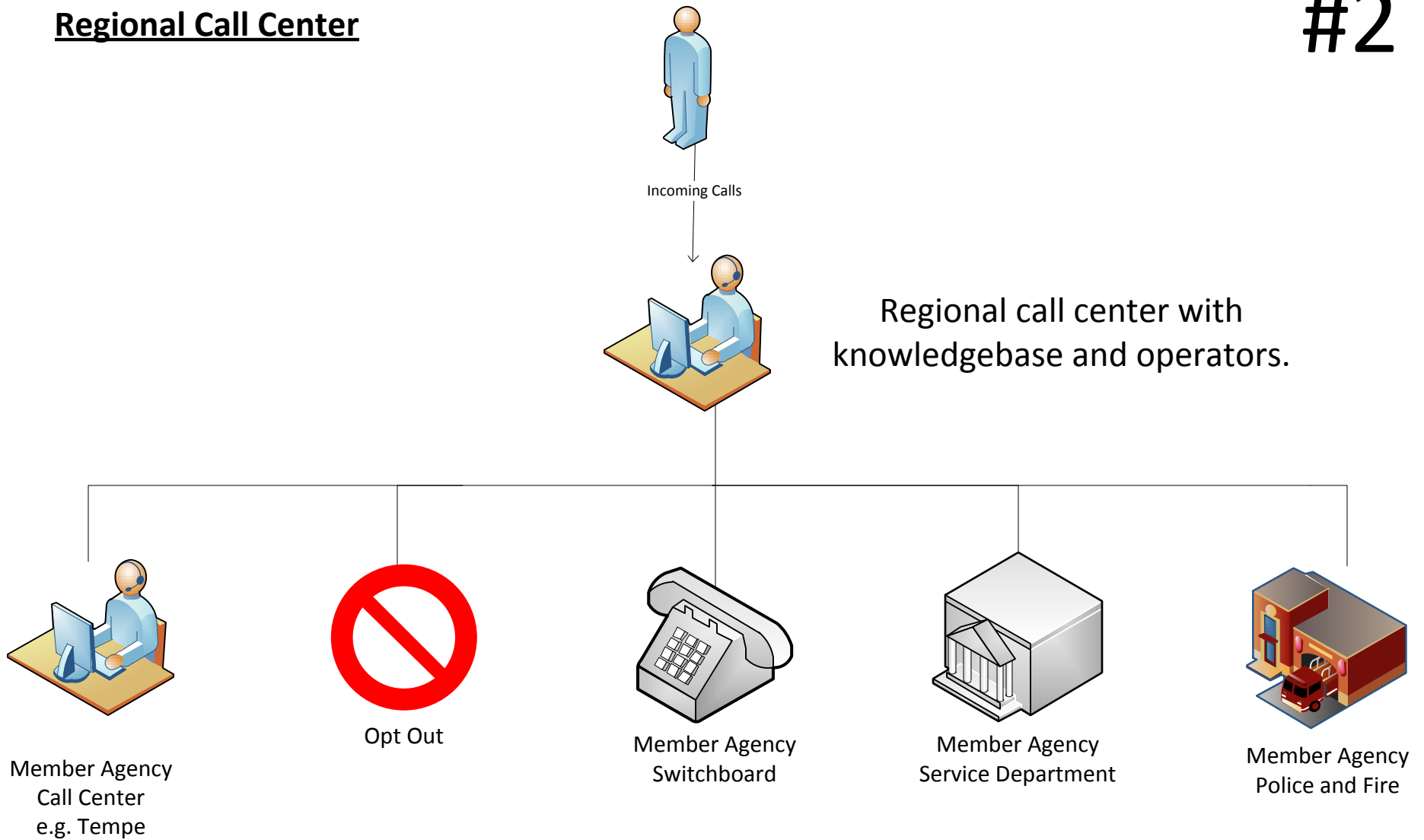
 = Hosted IVR System

 = City Owned IVR



## Regional Call Center

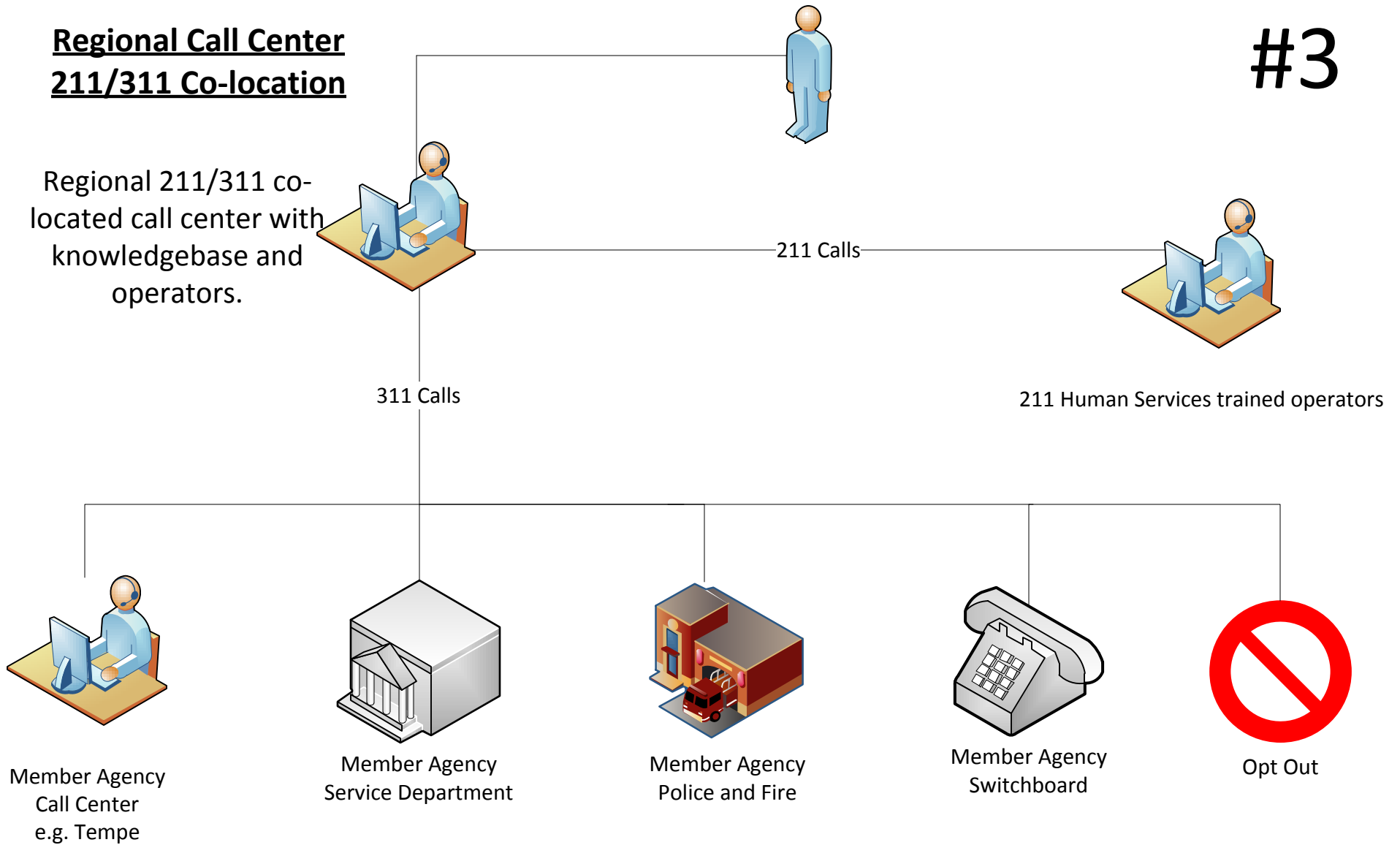
# #2



## Regional Call Center 211/311 Co-location

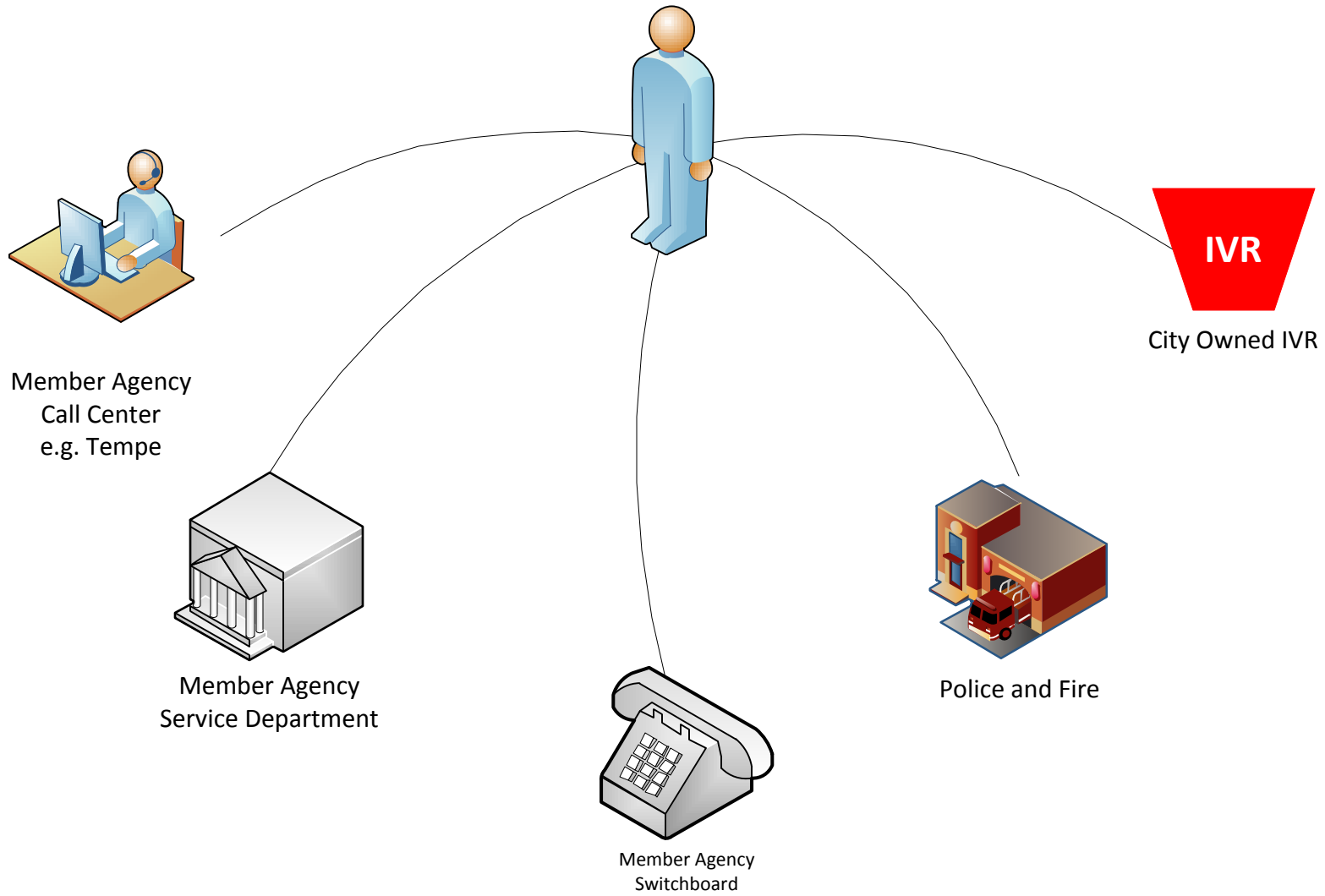
# #3

Regional 211/311 co-located call center with knowledgebase and operators.



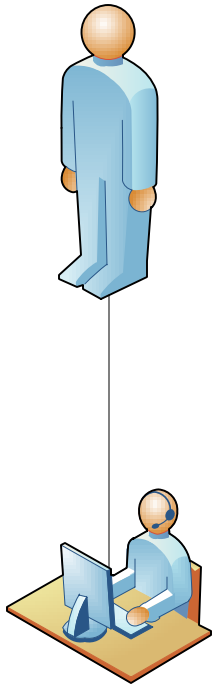
## Do Nothing

# #4

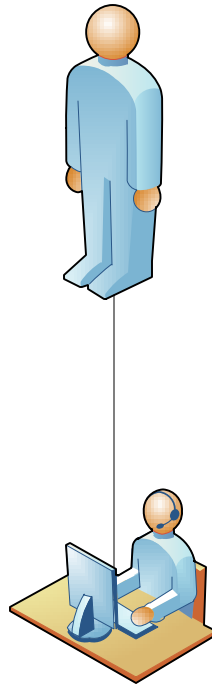


## Jurisdictional Control of 3-1-1

# #5



Member Agency  
3-1-1 Center



Member Agency  
7 digit Number

